wic program manual   WIC 360-10

SECTION: **FOOD DELIVERY SYSTEM**

SUBJECT: **Food Instrument Receipt and Distribution**

ITEM: *ISIS Food Instrument Printers*

Policy	Local agencies shall utilize the approved printing equipment and State WIC Branch approved fonts to print food instruments and shall contact the State WIC Branch regarding printers requiring adjustment or replacement prior to repairing or replacing.
Basis for policy	7 CFR 246.12 (r) (1)
Printing equipment	The State WIC Branch provides printers to local agencies. Local agencies may request additional printers by contacting the State WIC Branch in writing using the ISIS Equipment Request Form. The request should be sent to the agency's regional staff.
	Local agencies shall not attempt to disassemble or adjust printers. Local agencies may perform minor printer maintenance, provided such maintenance does not require the use of any tools other than a cleaning brush or soft cloth to remove accumulated dust.
	Local agencies shall contact the State WIC Branch regarding printers requiring adjustments or replacement. Call the ISIS Help Desk at 1-800-224-7472.
Loading checkstock into a printer	Information on loading checkstock into a printer is in the ISIS Job Aid titled "How to Load Checkstock in the ("brand name") Printer."
Print test	Local agencies shall run a print test each time checkstock is loaded into a printer. Information on how to run a print test is in the ISIS Job Aid titled, "How to Load Checkstock in the ("brand name") Printer." Information on what to do when there are printing errors is in 'Everything You've Always Wanted to Know About ISIS Hardware Troubleshooting…But Never Had Time to Ask," listed in the "Common Errors and Troubleshooting' section of the "Printer" chapters. Further help is available by calling the ISIS Help Desk at 1-800-224-7472.

Font requirement

Local agencies shall use only the Branch approved fonts to print food instruments. The font print requirement is necessary to:

- Ensure that food instruments are printed correctly on checkstock,
- Ensure that vendors redeem food instruments, and
- Reduce counterfeiting of food instruments.

Setting an approved printer font

For information on setting Branch approved printer fonts refer to the publication, "Everything You've Always Wanted to Know About ISIS Hardware Troubleshooting…But Never Had Time To Ask," or call the ISIS help desk at 1-800-224-7472.

ISIS font printing guidelines

Periodically throughout the day, local agency staff shall verify the entire food instrument serial number and review that food instruments are:

- being printed properly (i.e., printed with serial numbers that match the serial numbers on the checkstock),
- printed in the required font, and are
- readable.